

CITY OF HAYWARD

COMMUNITY SERVICES MANAGER

DEFINITION

To provide highly responsible administrative staff assistance related to internal controls and coordination of department programs, analysis of organization and methods, oversight of federal grant monitoring and reporting processes, and internal budget review. Performs a wide variety of complex management, administrative, and problem-solving work related to social services and housing programs in the City of Hayward, including but not limited to: Community Development Block Grant (CDBG), Neighborhood Stabilization Program/Home Investment Partnerships Program (NSP/HOME) and other U.S. Department of Housing and Urban Development (HUD) regulated programs; inclusionary housing and below market rate (BMR) monitoring; first-time homebuyer programs; grant making and technical assistance to local nonprofit agencies; and services to seniors and persons with disabilities. Serves as a community liaison and works extensively with neighborhood stakeholders and partner agencies. Exercises direct responsibility over routine operations in the Community Services Division by assuming delegated authority for controlling and directing resolution of personnel, budgetary, and administrative issues and problems.

SUPERVISION RECEIVED

General direction is provided by the Director of Library and Community Services.

SUPERVISION EXERCISED

Responsibilities include direct and indirect supervision of management, professional, technical, and clerical staff.

ESSENTIAL DUTIES

Duties may include, but are not limited to, the following:

Direct and participate in the development and implementation of department goals, objectives, policies, procedures, and priorities.

Participate in the preparation of the department budget including staffing, support resources, program and project needs, and resource development including grants.

Conduct studies, surveys and collect information on difficult operational and administrative problems, analyze findings and prepare reports of practical solutions for review by the Director of Library and Community Services.

Assume responsibility for a variety of personnel activities, including supervision, performance evaluation, training, and recommended hiring of personnel, including management personnel.

ESSENTIAL DUTIES (continued)

Negotiate and administer consultant contracts and agreements.

Identify, analyze, and monitor local problem solving capacities, including delivery of housing and social services to Hayward residents.

Coordinate needed financial resources, human resources, public-private partnerships and collaborative initiatives for provision of adequate housing and social services to Hayward residents.

Provide administrative oversight to the City of Hayward CDBG program, Property Rehabilitation Program, Paratransit service, NSP/HOME activities, and Social Services Grant Program. Assure accurate and timely reporting to the City and regulatory agencies.

Supervise the administration of multiple housing-related programs under the auspices of the Hayward Housing Authority, including but not limited to: former Redevelopment Agency Housing programs and development; first-time homebuyers program; inclusionary housing ordinance; foreclosure outreach; and Federal Housing Development programs, including NSP and HOME.

Analyze proposed housing development, acquisition, and/or rehabilitation of affordable housing developments for financial feasibility and potential to meet the City's affordable housing goals. Make recommendations for such projects requesting City assistance or approval.

Provide professional staff support to assigned Council-appointed Boards, Commissions, and Task Forces.

Prepare and present executive-quality oral and written reports to the City Council, other city bodies, and the community.

May be responsible for capital improvement/construction projects, public relations efforts, automated systems enhancements and a variety of other general social services and neighborhood stabilization issues.

Perform related duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Modern principles and practices of public administration; budgeting and personnel management; organizational evaluation and development.

JOB RELATED AND ESSENTIAL QUALIFICATIONS (continued):

Knowledge of:

Principles and practices of social services; inclusionary/affordable housing development and management; community needs assessment; community organization; grant administration and resource development.

Federal, state, and local laws, rules and regulations pertaining to local government operations and public service.

Applicable federal, state, and local laws, regulations and codes pertaining to housing programs and social services.

Experience with HUD-regulated programs such as CDBG and NSP/HOME.

Financial and legal instruments and concepts related to affordable housing acquisition, disposition, regulation, loan, and grants packaging.

Ability to use financial analysis techniques such as debt coverage, cash flow analysis, and capitalization analysis. Experience with mortgage revenue bond issues, low income housing tax credits, MHP funds, developer pro forma review, and State Proposition 1– C funding is essential.

Ability to:

Plan, organize, direct, and coordinate administratively complex social services, housing, and grant development programs.

Lead, plan, direct, supervise, develop, and coordinate the work of management, professional, technical and clerical staff.

Analyze a variety of administrative problems and make sound policy and procedural recommendations.

Properly interpret and make decisions in accordance with applicable laws, regulations and policies.

Review and analyze complex, specialized, and technical information.

Identify community needs based on data and develop effective programs responsive to those needs based on measurable outcomes.

Communicate clearly, concisely, and professionally, orally and in writing, in all formats and media.

JOB RELATED AND ESSENTIAL QUALIFICATIONS (continued):

Ability to:

Prepare concise, comprehensive, executive-quality reports.

Exercise independent judgment; maintain effective working relationships with and integrate the concerns, needs, and desires of public officials, community organizations, employees, and the general public.

EXPERIENCE AND EDUCATION

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: At least four (4) years of progressively responsible professional experience in social service program development programs including work with citizen groups, public and private service agencies, government programs, and the public, including at least two years in a supervisory or management capacity. At least three (3) years of professional experience in housing development and housing issues, which must include in-depth knowledge of public-sector affordable housing policies and programs, is highly desirable. Fluency in a second language is desirable.

Education: Equivalent to a Bachelor's Degree, with a Master's Degree being highly desirable, from an accredited college or university with major course work in public administration, urban planning, business, economics, sociology or a related field.

Licenses and Certificates: Possession and maintenance of a valid Class C California Driver's License.

SPECIAL REQUIREMENTS

Essential duties require the mental and/or physical ability to: work in a standard office environment; drive to various locations and make effective presentations to community groups, City Council, and City staff during day and evening hours; perform repetitive hand movements and fine coordination to prepare documents and data using a computer keyboard and mouse/trackball, use standard office equipment; sit for prolonged periods of time; converse by telephone, in person, and to small or large groups and be clearly understood; read and comprehend technical and complex documents; safely lift and carry boxes, files, or materials weighing up to 35 pounds; interact with the public and all different levels of City staff and the community in a professional manner. Essential functions must be performed with or without reasonable accommodation.

PROBATIONARY PERIOD: One (1) year

785CS13

Created: April 2013

AAP GROUP: 2

FPPC STATUS: Designated

FLSA STATUS: Exempt